

PREMIER HR SOLUTIONS

# HR EMPLOYEE HOTLINE

*An on-call service to handle HR concerns, complaints, and questions on demand.*

HOW IT WORKS



# HELP—ON CALL.

## FOR ALL YOUR HR NEEDS AND QUESTIONS.

**WE GET IT.** Running a business is hard work. And your most important asset—your team—is probably among the hardest parts of your company to manage. We can handle your Human Resources concerns so you don't have to.

### **WHAT IS AN HR EMPLOYEE HOTLINE?**

Our HR Employee Hotline is an on-call service to assist employees with questions, concerns, and complaints they may have related to their employment and the employment practices of your company.

**We provide a dedicate telephone number to distribute to your employees.** An expert Premier HR Consultant will be on call to provide this service.

The HR Consultant documents the details of each call and provides an incident report each month. Additionally, the report will track usage, trends, and recurring issues to increase your awareness of potential problem areas.

**Starting at \$750 a month**

**Want to learn more?**

Get in touch at [premierhrsolutions.net/contact](http://premierhrsolutions.net/contact)

## WHY AN HR HOTLINE?

Not every company has an in-house HR expert to answer questions, but that doesn't mean issues don't arise. A dedicated HR Consultant can keep your company out of hot water by dealing with issues in a professional and timely manner. Premier HR Solutions acts as a neutral party for each client, though employees are encouraged to bring the issue to the attention of their manager as appropriate.

**The goal for the hotline is to encourage open communication, trust, and mutual problem solving between managers and employees.**



**"An incredibly helpful tool."**

"The Employee HR Hotline offered by Premier HR Solutions has been an incredibly helpful tool for our small, but growing company. By providing this resource to our employees, we have improved our company's culture of proactive problem solving and solution finding. The hotline has also been a useful resource for our management team, in providing objective guidance through challenging personnel issues. It provides us with the experienced perspective that is so useful in handling these issues with confidence."

*- Tom Moon, Director of Operations for Picnik Holdings*

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## WHAT ARE EXAMPLES OF THE HR HOTLINE IN ACTION?

- Helping employees with handbook and policy-related issues
- Compliance issues that pose potential risks to the company
- Management hiring and termination activities
- Employee wage and hour questions
- Employee leaves of absences
- Clarifying ADA reasonable accommodation requests
- Investigating inquiries, harassment and discrimination concerns
- Workers' compensation reporting and employee management
- Management assistance to resolve employee conduct, performance, behavior, and attendance issues
- Management assistance with employee suspected drug or alcohol use at work
- Conflict resolution between employees
- Fielding employee suggestions for work improvement
- Safety concerns
- Career management guidance

The average cost of an HR manager is \$99,000 a year plus taxes and benefits. An HR Generalist is around \$55,000 a year. **Our HR Hotline can give you what you need for as little as \$750 a month.**

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## **WHAT ARE THE BENEFITS OF THE HR HOTLINE?**

- Minimize your company's risk and liability
- Catch and resolve problems before they become major issues
- Reduces turnover by providing a process for resolving issues
- Improve morale by coaching employees and management in resolving conflict and collaborative problem-solving
- Reduce your company's potential exposure to litigation
- Enjoy the peace of mind that someone who understands employment regulations is in your corner
- Better monitor employment practices
- Identify areas for improvement in the organization

**GET IN TOUCH TO LEARN MORE**  
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